

Appendix A

Independent Review of Audiology Services

Structure, Governance and Leadership – Heads of Service Questionnaire

Structure

Q1 Describe your current service structure and reporting lines.

Q2 Provide information on your staff numbers, including banding and vacancies.

Q3 Describe all of the services provided by your service and the grade of staff providing them.

Q4 Describe how your service fits within your local NHS Board and its governance arrangements.

Q5 Provide an organisational diagram of the reporting lines from Audiology Head of Service to Chief Executive for your Organisation.

Governance

Q6 Provide details of the responsibilities of the Head of Service for the following key areas:

6.1 Operational performance such as waiting times.

6.2 Financial management of Service revenue budget.

6.3 Human resource management and specifically performance and capability management of staff.

Q7 Formally or informally, does the Service, or members of the Service work collaboratively with other agencies, professional bodies or groups?

7.1 If yes, what measures are in place to formalise these relationships, manage the work that takes place and any risks?

7.2 Do senior members of the Team hold any positions within their Organisation or wider that extend their professional role/skills?

7.3 If yes, what are these roles?

Q8 What patient management and information systems does the Service use to manage both patients and Service information within the Service?

8.1 Do these systems meet your requirements and that of the Service?

8.2 If no to 8.1, detail issues/concerns.

Leadership

Q9 Do senior members of the Service hold formal or identifiable training (academic, internal/external, etc) leadership qualifications or evidence of leadership development?

9.1 If yes, please provide details.

Q10 What mechanisms exist for staff to input new ideas/suggestions as well as challenge and raise concerns about the *operation* of the Service?

10.1 What mechanisms exist for staff to input new ideas/suggestions as well as challenge and raise concerns about the *clinical practices* undertaken within the Service?

Q11 As a Head of Service, what are your views and opinions on the existing arrangements and value of the following:

11.1 Governance arrangements locally and nationally as you perceive them?

11.2 National collaborative structures and opportunities such as the Heads of Service Group, Professional Body membership/meetings, Hearing Impairment Network for Children and Young People, Clinical Physiology Executive Board, etc?